

KHBE PureCloud PE Call Script



PureCloud Presumptive Eligibility Call Script

KHBE has collaborated with the Office of Application Technology Services to put together a script for CHFS Staff to follow when answering Presumptive Eligibility Phone calls. This script also includes reasons for Presumptive Eligibility denials and additional phone numbers CHFS Staff can direct Kentuckians.

Presumptive Eligibility Call Script

Greeting:

Thank you for calling the Cabinet for Health and Family Services! My name is _____. May please I have your first and last name?

Next Steps:

Mr. / Mrs. _____, are you calling to apply for COVID-19 Special Healthcare Coverage?

If Yes:

Proceed with the call to enter the Presumptive Eligibility application using the Self-Service Portal

Eligible

- Confirmation Card Mailed to Address on File
- Give Medicaid ID Number to Caller

Not Eligible

- Some reasons include:
- Already Applied for Full Medicaid Benefits
- Already Receiving Benefits
- Not a Kentucky Resident
- Refer caller to 855.459.6328

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If No:

See the additional resources

Closing

Thank you for calling the Cabinet for Health and Family Services.
Again, my name is _____. Remember to stay healthy at home.
Goodbye.

Additional Resources

Already A Medicaid Member?

- Call DMS
855.459.6328

Applying for SNAP, KTAP, Child Care?

- Call DCBS
855.306.8959

Medicaid Provider?

- Call DMS Support Professionals Line
855.326.4650

Helpdesk Support

User Type	Type of Problem	Who to contact
Assisters	Pure Cloud Application Issues	Call Support professional line at 855-326-4650
Assisters	Benefind Presumptive Eligibility Application Issues	Call Support professional line at 855-326-4650
State Users	Pure Cloud Application Issues	E-mail Conduent Helpdesk at KYHBE.Support@conduent.com
State Users	Benefind Presumptive Eligibility Application Issues	E-mail ESMB Helpdesk at CHFSESMBHelpDesk@ky.gov